Attendees: *Rod Armstrong, Dave Kroeker, Gwen Thorpe, Shannon Ideus, Diane Gonzolas, Doug Thomas, Rita Dey*

Approval of Minutes,

There was no quorum so the approval of March's minutes will be held over until the next meeting.

Statistics,

Web hits have reached 8 million in total hits. This number counts all the objects and is probably not really the best gauge of activity, however, it is a lot of activity. The County Assessor is up to 400,000 hits, an increase of over 90,000 from the prior month. Hits for the City in general was down about 100,000 and the County was up by 140,000 hits. A good portion of the County activity is related to the County Assessor's Office. User Sessions, which is truly a better gage of activity, were right at 400,000, which is an increase of about 45,000 over Feb, and is an all time high. This is the number of times that people actually came to the site through the NT front door.

Multiprise,

The Multiprise was up considerably, which is largely due to the County Assessor, there were 938,000 hits last month and that number is up to 1,165,000 hits this month. There was a total of 1.2 million last month for all applications, and that number is up to about 1.5 million this month.

Image Hits,

The County Assessor showed great growth here, there were 1.2 million image hits, of which 650,000 related to the Assessor and another 55,000 related to Deeds images.

Contractor Hits,

Contractor hits were up 7,000 this month to 29,000 hits.

C.J.I.S. ,

CJIS hits were up to over 200,000 for the first time ever. Up from 193,000 last month. Accident Reports were down a little at 23,000, from 27,000. There was an all time high of almost 4,000 Criminal History Checks which is up from 3,200 hits last month. It costs $10 for a Criminal History Check whether you do it in person at the office or via the web. The City decided to absorb the $1 convenience fee for this service.

ePayments

The total for the month was a net of $488,000 and gross of just short of $500,000 collected. This brings our total to date to over 2.2 million. For this month there was a total of 1,550 transactions. Water Billing totaled about $19,000, Criminal Histories about $6,000, Parking Tickets $8,600, Animal Control had 34 renewals and totaled $730, Property Taxes had 168 people pay for a total of over $450,000. It is amazing how this has grown from one year ago. First half real estate taxes were due at April 1, 2004. Typically, December is also big for tax purpose.

Convenience Fees,

Terry Lowe and Terry Adams went to Wells Fargo for a meeting on convenience fees. Currently, there is a convenience fee of $1 on parking tickets, $1 on Criminal Histories, $2 on Water Bills, and

$30 on Taxes. Wells Fargo wants to change the fees on taxes to a percentage instead of a flat fee. Terry Adams thought maybe they would get some of the smaller tax payments and probably not so many high end payments. In previous discussion, Don Herz has mentioned that the County Treasurer has a separate contract, so we should probably check out doing and RFP for the whole banking services. Doug does not think that the City has one banking service provider.

Digital County Survey,

We have completed this survey and sent it in. We still have not received the City survey, this comes out in the fall.

Cross Promotional Contracts,

No date for the news conference has been set yet. Diane would like to have the Media Linking Policy outlined by this date. Diane is concerned that once we make this public some of the other members of the media will begin to ask "Hey, what about us?". The problem with putting all of the media as a link is, it will start getting some that are not real media, like some guy who has a newsletter. Diane needs to do some research on other media policies to be sure that we can list the media we want to list and not list everyone with a community newsletter. Diane still needs to talk to Terry about this.
Doug told Terry to go ahead and work with the design person for the bus advertisements.

Secured Front-end,

Chris continues to work on the secured front-end for Personnel Applicant Tracking, OASIS and the Service Request System. Doug did bring some examples of some of the things they are looking at including in the Service Request System. This list came from the Neighborhood Association and is a list of some of the questions they are asked. Participation on the County side will be voluntary by Department. The Law Department has voiced some concerns with putting some issues on the internet because they think it might prompt people to report less important issues due to the relative ease of making such a report. The County Board members may have some issues with the Service Request System. There are a number of ways to present this to make it sound less distasteful. The example given to committee members was "Barking Dog" to show that a lot of the things are informational. Doug plans to talk to City Directors and Management Teams. Doug cannot see a downside to it if we are not initiating more problem calls. Public Works had a form on their site for people to fill out if their mail boxes had been damaged during snow removal and the Law Department requested that this be removed because they felt it was encouraging people to file a complaint. Terry did say that statistics will be kept and some County Elected Officials may worry about their opponents getting a hold of these numbers and using them against them. The County may choose not to keep stats but the perspective is a little different on the City side. It gives departments numbers on important issues and maybe it is taking 30 days to resolve an issue but if they had another person to help they could resolve the issue in 10 days. A lot of the reporting is so the citizen can go in and see where the problem is at, it gives the citizen the ability to track their problems. The drive behind this is more informational, getting the information to the citizens. ce. If a County department chooses not to participate, a number would be given for the citizens to call to get answers to their problems. The County is not going to have near the information the City is. The basic goals are better service to the citizens and reducing staff time, however, there can be unattended consequences which is why it is important to talk with each department. On the City side, with the exception of the Police Department, the Mayor has pretty much stated that the departments will join in this effort. The goal is to help the citizens find answers to their questions easier.
The changes to the InterLinc, like the addition of Citizens, Business and Visitors portals is more of a minor restructure of the site. It is a simplification of how to find the information on the web site.

Both the County and City will be under the Citizens link. It makes it easier for the citizen if they only have to go to one place and we do the work behind the scenes as to whether it is a County or City Agency based on the questions that they answer. We, being I.S., is not going to write all of the information that is going to be put on the Service Request System, each department will write their own because they will know all of the information that needs to be included and they have a much better handle on the FAQs.

Keyword Search,

We are still working on this issue. This topic was discussed at the last web assistant meeting. We need to cut down the number of hits when people type in a keyword. Currently, our keyword search is "broken" and essentially unusable. A database will be built to include keywords and which department "owns" them. You will still be able to do a full site search. Right now our keyword search returns pages of hits and we want to set up the site to drive people to the information they want.

New Portal,

The new portal will be put into production at the end of the week. This will not include the MyInterLinc feature yet. The tiered service for the County Assessor will come into effect once the secured sign-on is put into production. Currently, the driving force is the Personnel Applicant Tracking system.
There is considerable leg work that needs to be done before the Service Request System will be put into production. Doug will present some information to the County Management Team regarding this system at May's meeting.

Next Meeting,

May 19, 2004